

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
Initial Effective Date: 07/01/2023
(Issued in compliance with Commission Order in Case 22-E-0668, Issued and Effective June 23, 2023)

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Rule 22 - Discontinuance of Service (continued)

If the Customer has specified to the Company in writing an alternate address for billing purposes, the notice shall be sent to such alternate address and to the premises where service is rendered.

Every notice indicating discontinuance of service shall clearly indicate in non-technical language: (i) the reason for service discontinuance; (ii) the total amount required to be paid indicating the amount for which the Customer's account is either in arrears or the required deposit, if any, which must be posted by the Customer to avoid discontinuance of service, or both; (iii) a method whereby the Customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of service; (iv) the availability of Company procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Company the Customer may contact in reference to his or her account; (v) the earliest date on which discontinuance may be attempted; (vi) have printed on the face thereof in a size type capable of attracting immediate attention, the following:

“THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE COMPANY WHEN PAYING THIS BILL.”

and (vii) shall include a summary to Residential Customers as prepared or approved by the Commission stating the protections available to them together with a notice that any Customers eligible for such protections should contact the Company.

The Company shall not discontinue service for nonpayment of bills rendered or for failure to post a required deposit unless: (i) it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period, and (ii) it has verified on the day discontinuance occurs that payment has not been posted to the Customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments.